Overview of TMOP and TRRx Pharmacy Programs

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- Express Scripts Overview

- TRICARE Mail Order Pharmacy Program Review

- TRICARE Retail Pharmacy Program Review

Express Scripts By the Numbers

- Manage more than 50 million lives

- Process more than 410 M claims per year

  FY2003:   377.0 M retail Rx
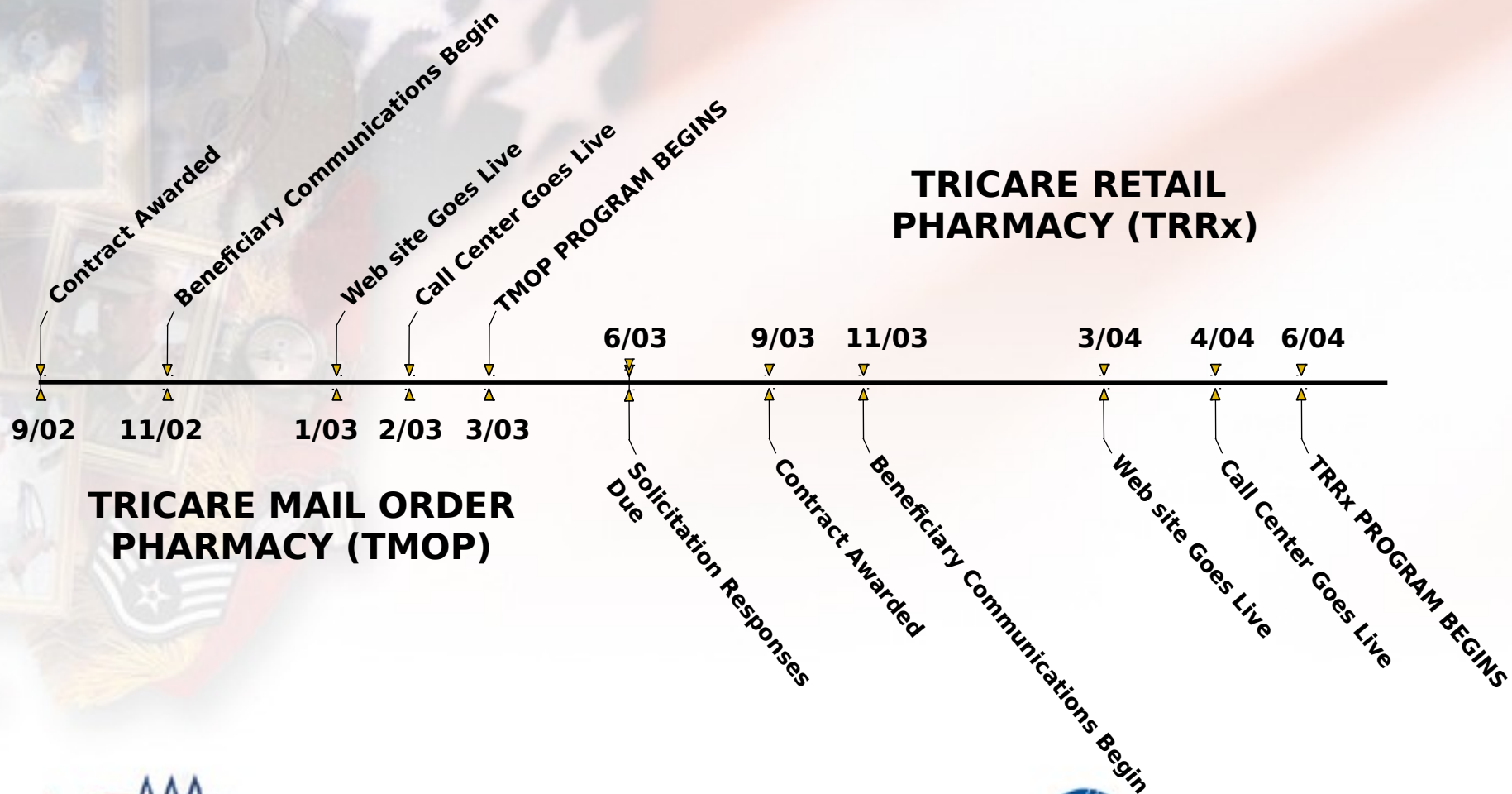
  FY2003:   30.8 M mail Rx

  FY2003:   3.1 M specialty Rx

  FY2003:   7.5 M member Web site log ins

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History of ESI-TRICARE Relationship

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TRICARE RETAIL PHARMACY (TRRx)

Contract Awarded

Beneficiary Communications Begin

Web site Goes Live

Call Center Goes Live

TMOP PROGRAM BEGINS

6/03　　9/03　11/03　　　3/04　4/04　6/04

9/02　11/02　　1/03　2/03　3/03

TRICARE MAIL ORDER PHARMACY (TMOP)

Solicitation Responses Due

Contract Awarded

Beneficiary Communications Begin

Web site Goes Live

Call Center Goes Live

TRRx PROGRAM BEGINS

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Overview of TMOP Services

- Focus on providing high-tech services to beneficiaries
  - Order imaging and paperless routing
  - Full integration of adjudication platform with PDTS
  - State-of-the-art dispensing technology fulfills 80% of prescriptions
  - Automated order packing with bar coding ensures order accuracy

- Focus on providing high-touch services to beneficiaries
  - Service and communication enhancements
  - Retail to mail initiatives
    - Advertisements in military audience publications
    - Targeted letter campaigns to beneficiaries
  - Quarterly beneficiary survey results

Overview of TMOP Services

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- Delivering high-quality service within high-volume environment

  Option Year One statistics:
  - Prescription shipped: 5,424,210
  - Beneficiary calls handled: 1,468,935
  - Refills via Web: 997,577

- Delivering high performance on program metrics
  - Dedicated
  - Customized
  - Continuous monitoring
  - Continuous quality improvement

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Overview of TRRx Services

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- Transition and education
- National retail pharmacy network
- Beneficiary Call Center services
- Customized Web site
- Prior authorization and medical necessity reviews
- Paper claims processing
- Other required plans (example: Quality Assurance, Fraud and Abuse Detection Plan, etc.)

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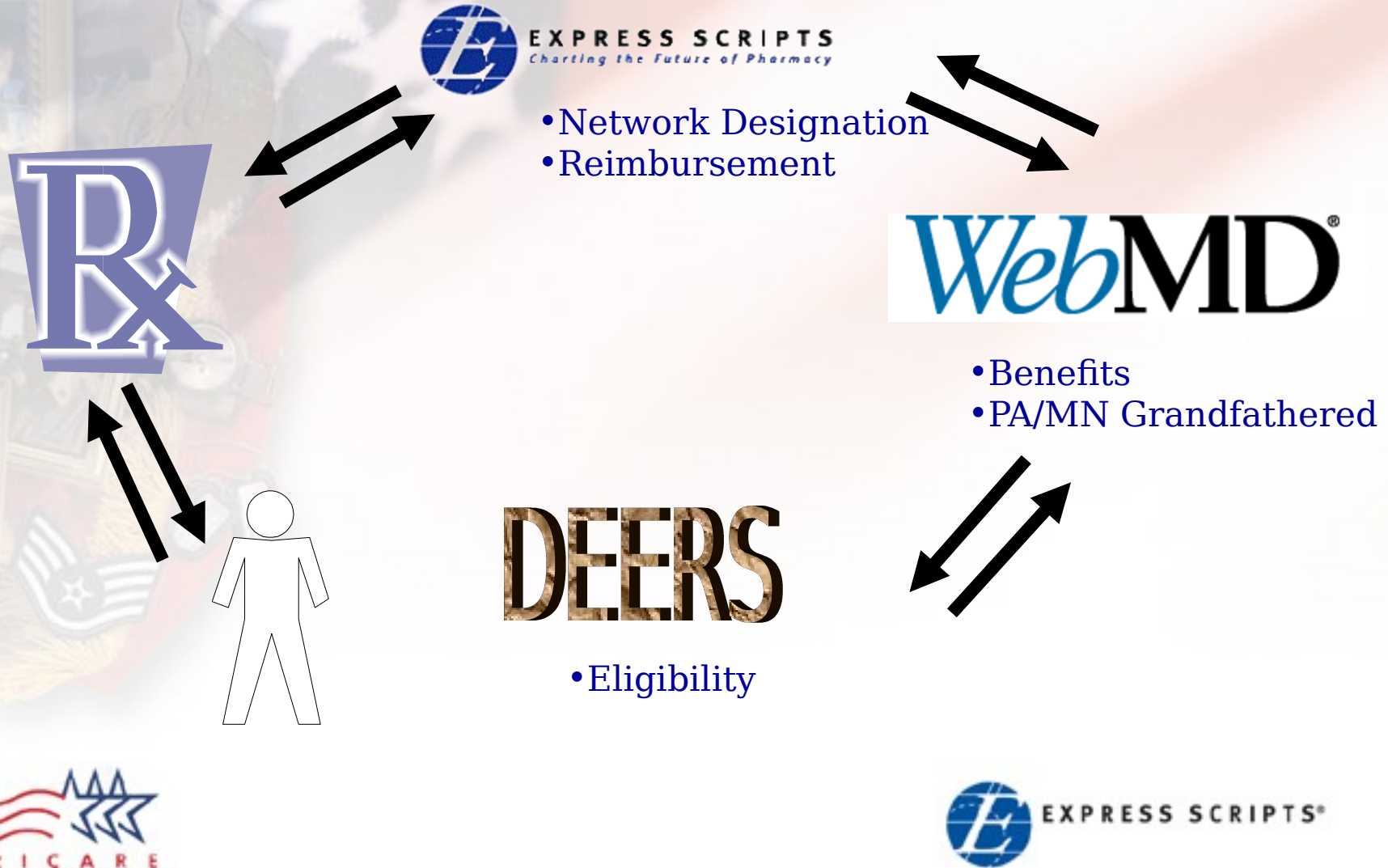EXPRESS SCRIPTS®

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- Average anticipated annual volumes:
  - 45 M claims
    - 41 M electronic claims
    - 4.6 M paper claims
  - 129 K prior authorization and medical necessity reviews
  - 712 K beneficiary calls
  - 670 K pharmacy help desk calls

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TRRx System Connections

EXPRESS SCRIPTS
Charting the Future of Pharmacy

- Network Designation
- Reimbursement

WebMD®

- Benefits
- PA/MN Grandfathered
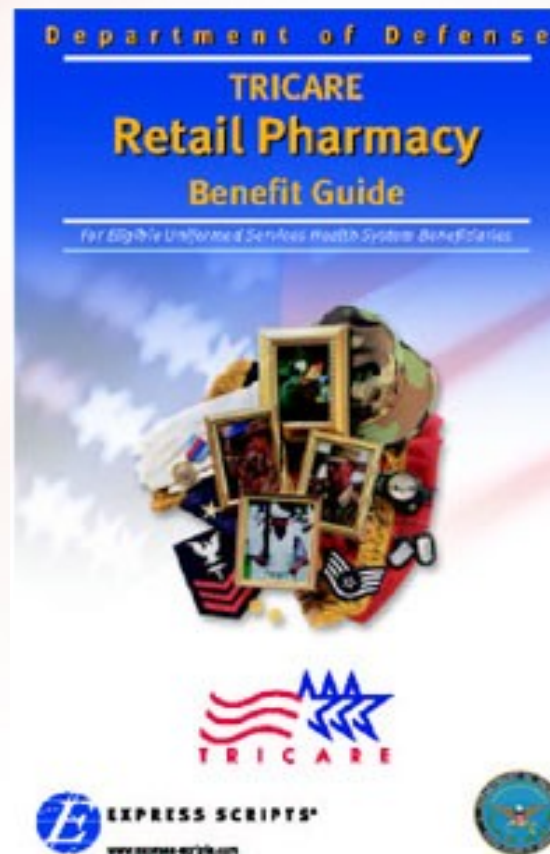
DEERS

- Eligibility

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Beneficiary Transition:

Pharmacy Benefit Guide

- Current benefit information
- Mail Order form
- DD 2642 form
- Closest network pharmacy listing
- Pharmacy information card
- FAQs

Department of Defense

TRICARE
Retail Pharmacy
Benefit Guide

For Eligible Uniformed Services Health System Beneficiaries

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- Ongoing Education:
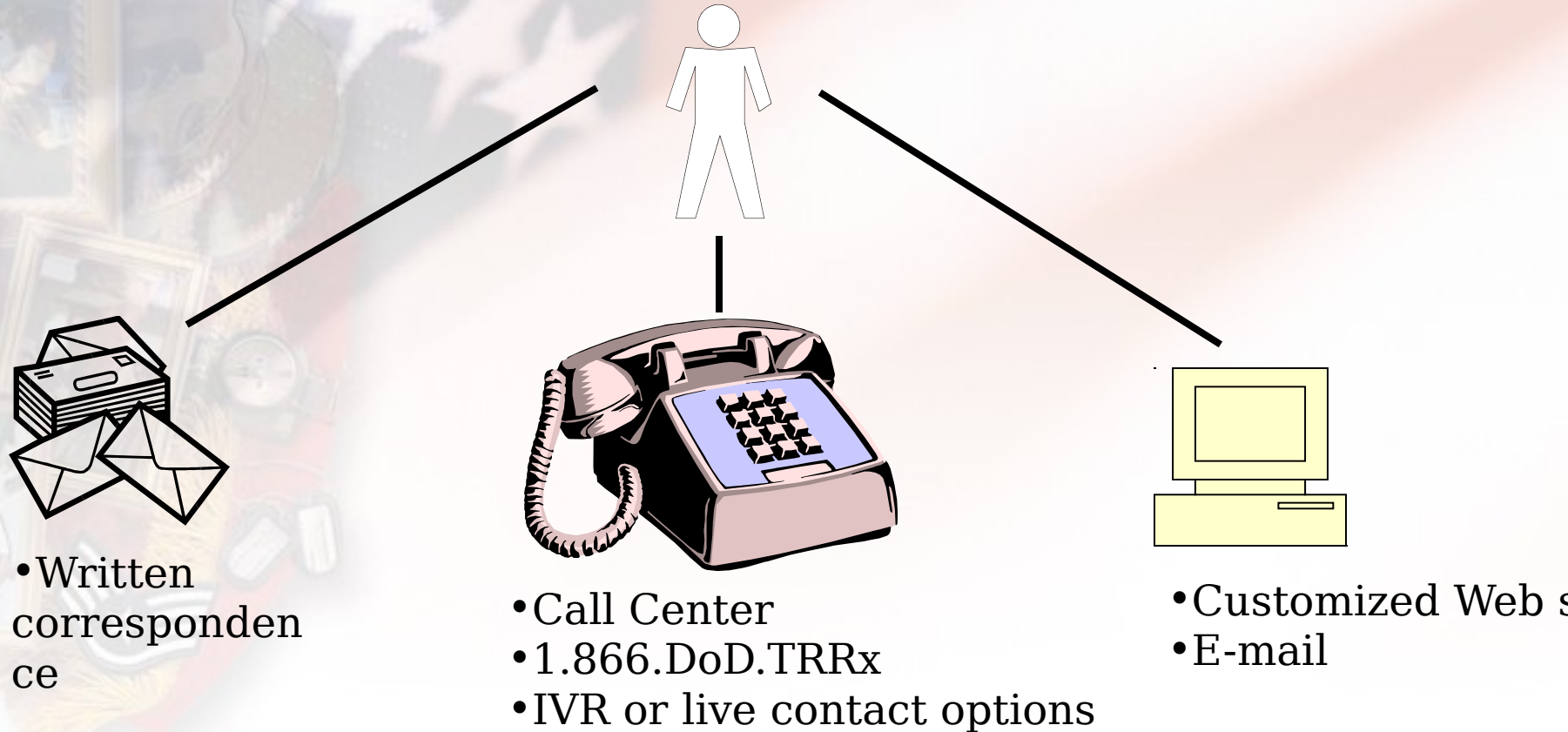 - Internet Support
  - Educational materials

- Broad and nationally based

- Allows for portability

- Comprised of more than 50,000 pharmacies
  - Guaranteed access standards and stability
  - Minimal disruption to current users

- Includes specialty pharmacy services
- "Help" Desk for pharmacist assistance at point of service

Beneficiary Services

- Written correspondence

- Call Center
- 1.866.DoD.TRRx
- IVR or live contact options

- Customized Web s
- E-mail

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- The Express Scripts Call Center:
  - Will operate 24/7/365
  - Will maintain a dedicated, toll-free number
  - Will be geographically aligned with virtual network
  - Will train and maintain a dedicated customer
    service team

Customized Web Site

Web site (**www.express-scripts.com/TRICARE**) will include:

- Benefit information

- Network pharmacy locator

- Formulary information (via link to the www.pec.ha.osd.mil/ Web site)

- Electronic claim forms and prior authorization and medical necessity forms available for download

- Frequently Asked Questions

- Links to other sites

- Information on how to contact Express Scripts

- Express Scripts will process all claims:

  - Beneficiary submitted
  - Medicaid
  - Clearinghouse
  - Run-off claims